

August 14, 2007

Subject: **New Idaho Smiles Dental Program** Dear Medicaid Participant:



Idaho Medicaid and Blue Cross of Idaho have teamed up to bring you a new dental insurance program called Idaho Smiles. Beginning September 1, 2007, participants on the Medicaid Basic Plan and Pregnant Women Program will get their dental benefits through Idaho Smiles. This program will make it easier for you to find a dentist and get the dental care you need. Here's how it works:

Watch for your Idaho Smiles new member packet coming soon in the mail. The packet will contain the following:

- An Idaho Smiles insurance card for each person in your family who is on the Medicaid Basic Plan or Pregnant Women Program
- o Instructions on how to use your new card
- o Program information
- o A list of dentists in the Idaho Smiles Program for you to choose from

Dental benefits under Idaho Smiles will be the same or better than what you now receive from Medicaid. Your dentist can tell you if the dental services you need are covered. There is no cost to you for covered dental services if you go to an Idaho Smiles dentist. Check with your dentist to be sure they are an Idaho Smiles provider. If you do not go to an Idaho Smiles dentist, the services will not be covered by Idaho Smiles or Medicaid and you will be billed.

Please take your Idaho Smiles insurance card to every appointment so that your dentist can check your eligibility for Idaho Smiles. If your card is lost or destroyed, your dentist will need your Medicaid ID card to check your eligibility for Idaho Smiles.

In some cases, Idaho Medicaid may cover transportation to dental appointments. Call 287-1173 in the Boise calling area, or (800) 296-0509 outside the Boise area if you need transportation.

If you have any questions about Idaho Smiles please call:

- Before August 27<sup>th</sup> EDS Medicaid participant number at: (888) 239-8463 (toll-free) or (800) 862-2147 for Spanish
- After August 27<sup>th</sup> Idaho Smiles customer service toll-free number at: (800) 936-0978 or online at: <a href="www.bciidaho.com">www.bciidaho.com</a>. If you cannot find a local dentist on your Idaho Smiles list of dentists, contact customer service for help.

Sincerely,

Idaho Medicaid

Note: Participants who are not on the Medicaid Basic Plan or the Pregnant Women Program will have the same Medicaid dental benefits as they have had in the past.